



# Digital General Practice

July 2018

Primary Care Commissioning  
Committee in Common

# Connected Care Programme: Seven Pillars

## NHS Online

Locally a single patient portal will be deployed across the whole STP footprint incorporating primary, secondary and social care. Work is underway now to design and build with initial rollout planned for early 2018. Working with partners, the shared care record has the functionality to supplement the triage with near live data to lead to more personalised outcomes from triage.

To support urgent care integrate and innovate, the Shared Care Record work stream has deployed an integrated record through Connected Care that will support this. Examples include healthcare professionals being able to access information from other care settings and work is underway to use the technology to share care plans.

## NHS Calls

- Through the Shared Care Record work stream there are opportunities to improve the identification of patients that can be referred to self care by linking 111 algorithms to the holistic patient record.
- In addition, there are ambitious infrastructure strategies across the system that will support remote working and flexible working between organisations to ensure technology is not a barrier when linking calls to clinicians.

## Hospitals

Effective streaming of pathways and High quality rapid treatment Shared Record work stream will support with the decision making by enabling clinicians to have access to information from across the health and care system about a patient.

Admission avoidance As part of the shared record work stream, shared care plans are being developed to support the sharing of information between organisations.

## General Practice

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**Multiple workstreams are underway to support patient digital services (online consultations, online appt and prescriptions, symptom checker, triage and information services), record sharing within primary care to support practices collaborating, transformational infrastructure changes (cloud, Singled domain, patient Wi-Fi), and data analytics in primary care.**

## Hospital to Home

### Record Sharing

- Effective record sharing is a fundamental enabler to support integrated team working. The Connected Care programme will deliver a holistic view of residents and will have all participating organisations contributing information by the end of 2017. The will also act as a bedrock for future functionality including shared care plans.
- Care flow technology will act as a significant enabler to monitor patient flow.

### Patient portal

- Work is underway to design and build a patient portal that will support patients with signposting, nudging and other digital support.
- It will also support messaging between clinicians and patients to support more care delivered at home and a proof of concept with staff is underway now.

### Population Health Analytics

- There is a significant opportunity to utilise the work done by the Shared Care Record work stream which has created a whole system clinical data repository. This will allow significant opportunities to enhance transactional analytics with whole system bed capacity management as an example. In addition it will allow transformational analytics such as risk stratification, case profiling and insight across the whole system utilising partners, machine learning and artificial intelligence.

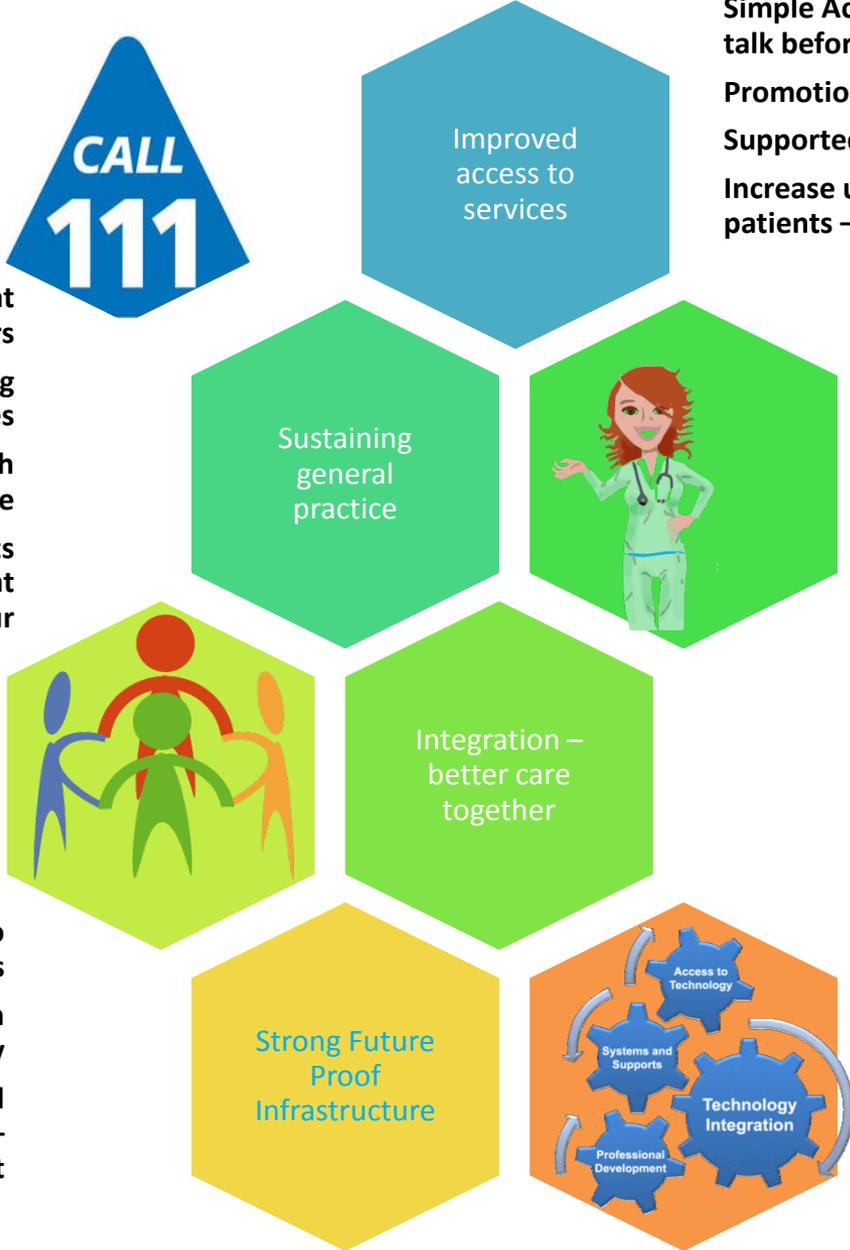
## Urgent Treatment Centres

- Primary Care Hub working will be supported through learning from the Vanguard and PMCF schemes where significant lessons were learnt on the limitations of existing technology.
- Work is underway to develop a whole system approach to primary care hub working including looking at infrastructure, record sharing and BI etc. Urgent treatment centres will be supported by the Shared Care Record work stream with enables such as a shared record, shared care plans and new ways of working with alerts and notifications

## Ambulances

- Shared Care Record work stream will enable paramedics access to patient data that will support decision making. They are also involved in the clinical enhancement group and will design their "view" of the record to be as informative as possible.
- Care flow application could be implemented to support more efficient work flow

# Future General Practice



**Simple Access – GP practice and NHS 111 – talk before you walk**

**Promotion of Self management**

**Supported signposting**

**Increase utilisation of online services by patients – reduce and redesign workload**

**Workforce development for skills mix and careers**

**Working at scale using shared resources**

**Reduce demand through prevention and self care**

**Consistent offer to patients – supporting patient behaviour**

**Future wrap around the patients care with community partners through sharing patient records**

**Improved access to diagnostics and specialisms in primary care**

**Extended scope of services closer to patients**

**Integration with social care, community services and voluntary sector**

**Estates Strategy aligned to STP and population needs**

**Integration of information technology**

**Sustainable financial model for general practice – increased investment**

# Sustainability and Transformation of General Practice Service – digital offer

## What does this mean for GPs?

### The Vision



*"My working hours are flexible, as I can manage my patients remotely"*

I can signpost and remotely manage my patients and help them prevent ill-health through self care

*"I can choose from a wide range of innovative systems and solutions that can improve the way I work"*

I can work efficiently and make sure my patients are seen by the right professional

*"I've have been given the right business tools to understand my patients health needs"*

I can evaluate the quality of service that I provide to my patients

*"I've been supported to use new technology confidently to deliver better care"*

I can access support to improve my digital skills and services

**1** General Practice Operational Systems and Services

Provide GP Practices with safe, reliable and cost effective operational systems and support services that are responsive to the changing needs of General Practice.

**2** Adopting Existing Technologies in General Practice

Maximise value from the national, regional and field based resources in NHS England and HSCIC to support GP Practices in optimising the value from technology programmes in ways that meet practice needs and deliver public commitments.

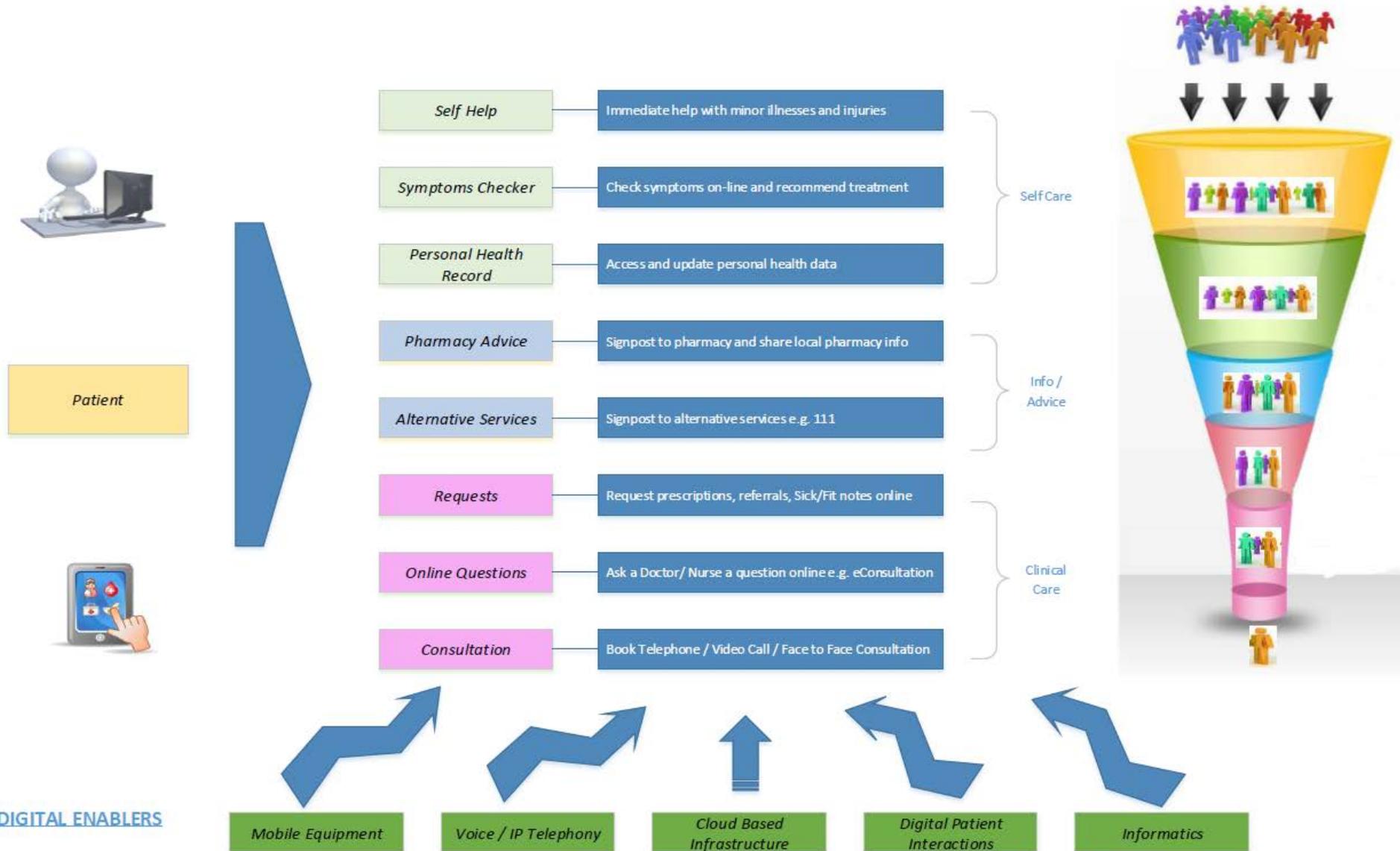
**3** Technology for General Practice Transformation

Support the transformation of General Practice through innovative use of technology and information in enabling new models of care.

**4** GP Data for Secondary Uses

Servicing of requirements for data extracted from GP Practices for secondary uses

# General Practice: Emerging model for a Patient Digital Pathway



DIGITAL ENABLERS

# East Berkshire CCG General Practice Transformation: Infrastructure Milestones 2018/19

Q1	Q2	Q3	Q4
<p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>• Primary care Infrastructure Plan drafted and shared with members</li> </ul>	<p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>• Completion of the GP Premises Needs Assessment in east Berkshire</li> <li>• GPIT Digital model for general practice consulted on</li> </ul>	<p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>• Online consultation software available to 100% of practices</li> <li>• Local GPIT Digital model for general practice agreed shaping the GP IT Group priorities</li> </ul>	<p><b>Infrastructure</b></p> <ul style="list-style-type: none"> <li>• Benefits of increased online consultation use identified</li> <li>• All practice taking up online consultations completed implementation</li> <li>• Prioritised investment plan for GP IT with clinical and management leads</li> </ul>

## Infrastructure Initiatives – Primary Care Network Plans (emerging)

- Test technical opportunities to improve efficiency and patient access to general practice services
- Design and implement a digital model in general practices to support patient self care and management
- IT systems identified to streamline reporting requirements and optimise practice income
- Training of Reception staff to provide patient navigation services and increased handling of clinical paperwork.
- Collaborative working and development of centralised / shared services and duties to increase efficiency, reducing duplication and variation.